

Job Description:

International Student Services Coordinator

Reporting to the Manager of International Student Services

COMPETENCE	RESPONSIBILITIES
<ul style="list-style-type: none"> • Excellent communication skills • Excellent planning and organizational skills • Ability to compile data and develop written and statistical reports • Confidentiality and discretion • Multi-tasking • Flexibility and ability to work under pressure while maintaining calm & friendly demeanor • Trustworthy • Team player • Knowledge of visa processes • Knowledge of college academic policies and procedures • Strong computer skills(MS Office suite and other software used by the office) • Fluent in Greek & English 	<ul style="list-style-type: none"> • Coordinates day-to-day operations of the study abroad office. • Serves as the first point of contact with the Study Abroad Office for incoming students. • Coordinates the visa processes for incoming international and study abroad students, including assisting student in providing all documents and securing visa approval letters. • Supports the hand off of student paperwork and continues the recruiting process for all international and study abroad students from the Admissions Office and North American Enrolment, following acceptance and deposit. • Tracks paperwork process for incoming students. • Coordinates the course registration process, housing contracts and airport pickup for all study abroad students. • Serves as emergency contact for inbound and outbound study abroad and international students. • Monitors health and safety of study abroad students, assists students when they have a health issue. • Serve as the day-to-day coordinator for special campus based programs. • Coordinates the residency process for international students, which includes entering all visas and residency permits in Jenzabar, alerting students of residency permit dates, and assisting international students in obtaining residency permits every year. • Picks up or arranges pick up of students from airport upon arrival. • Assist with International Student Orientation. • Sets up and serves as chaperone for study abroad program excursions. <p>Special Programs</p> <ul style="list-style-type: none"> • Assist in the development, implementation and recruitment of special programs such as faculty led programs, Heritage Greece etc. <p>Other</p> <ul style="list-style-type: none"> • Assist the International Student Services Manager with regular back office study abroad and international student support. • Assist the Director of North American Recruitment with regular back office study abroad support. • Other duties as assigned.
INTERFACES	
<p>Internal interface with: Academic Advisors, Office of Study Abroad, Office of Admissions (International and Greek), North American Recruitment Office, IRM, Registrar’s Office, Business Office, Operations Office, Technical Services, Faculty and Students.</p> <p>External interface with: Study Abroad personnel and representative, Special programs chaperones and faculty, parents, Embassies and consulates, Local Greek authorities, Travel Agents.</p>	
OTHER	
<p>Involved in the planning and implementation of the regular study abroad groups, international student assistance and department’s events</p>	
ASSESSMENT / MEASURING	
<ul style="list-style-type: none"> • Meet deadlines • Provide accurate and timely information (internally and externally) • Retain confidentiality • Create comfortable and trustworthy environment suitable to the exchange of sensitive information • Maintain professional and calm demeanor with guest and fellow staff and faculty • Effective and smooth cooperation with College departments • Customer feedback • Regular job performance feedback and review 	